



State Procurement Office

14th Floor Capitol Tower, 600 E Boulevard Ave Dept 012,
Bismarck ND 58505-0310

A Division of the Office of Management & Budget

Contract Information

Contract Name:	Copiers, Multifunctional Devices and Related Services (Digital)
Contract Number:	131
Contract Period:	08/2006 - 07/31/08
Contract Administrator:	Dillys Bach
Email Address:	dbach@nd.gov
Phone Number:	701-400-4589
Fax Number:	701-328-0109 Bismarck Office Fax: 701-328-1615

Contract Overview:

The State established a contract for Digital Copiers, Multifunctional Devices and Related Services. This contract provides copiers for purchase or lease and related and related services (e.g. installation and training, networking, maintenance) within the following categories:

Copier Bands Definition by Speed and Volume		
BAND	COPIER/MFD SPEED	MONTHLY VOLUME
Band 1	15 CPM	500-10,000
Band 2	20 CPM	2,500-18,000
Band 3	30 CPM	5,000-30,000
Band 4	40 CPM	10,000-45,000
Band 5	50 CPM	15,000-75,000
Band 6	60 CPM	30,000-150,000

➤ **Complaints or Returns**

Respective Contractor Representatives will be responsive to customer requests or comments.
Customer survey form: [Copier Customer Survey.doc](#)

➤ **Delivery and Installation**

Equipment will be delivered within 30 days after receipt of purchase order.
Equipment will be set up and working within 3 business days after delivery to the site.

➤ **Discontinued Models or Equipment**

Copier models or equipment may be replaced in the contract offering within 45 days of OEM notice upon approval and contract amendment from the Contract Administrator.

➤ **Equipment Options**

Options may be added after initial installation and may increase charges to the term lease, or service/ maintenance contract for both purchased and leased equipment contracts.

➤ **Leased Equipment Return**

Equipment will be removed within 10 business days after the conclusion of the term lease. The Contractor will remove the leased equipment at no cost to the purchasing entity.

➤ **Leased Equipment Purchase**

Leased equipment may be purchased at the conclusion of the term lease:

1. Cash purchase at book value.
2. Lease purchase for the remaining book value of the equipment. The purchasing entity will not be obligated to pay any additional lease payments, fees acceleration of payments, and penalties or other charges.
Title to the equipment will transfer to the purchasing entity upon tendering cash payment or fulfilling the terms of the lease/purchase agreement.

➤ **Loaner Equipment During Repair**

Delivery, installation, configurations and basic training will be completed by the end of 2 business days after a service technician determines that the equipment cannot be returned to operation or repaired on site. There will no additional cost to the purchasing entity.

➤ **Leased equipment, Purchase Option**

At the conclusion of the lease, the purchasing entity will have the option of exercising one or the other of the following two options:

1. Cash purchase of the leased equipment at book value
2. Lease purchase for the remaining book value of the equipment.
The purchasing entity will not be obligated to pay any additional lease payments, fees, acceleration of payments, and penalties or other charges requested in addition to the book value of the equipment.
Title to the equipment will transfer to the purchasing entity upon tendering payment for cash purchase or upon fulfillment of the terms for the lease/purchase agreement.

➤ **Moving of Contractor Installed Equipment**

The contractor and purchaser shall negotiate the terms of the move, including who shall move the equipment, and who pays associated costs, provided that the move shall not void or affect any warranties or other responsibilities of the contractor.

➤ **Network Cable**

Cabling for multifunctional network copiers to the wall will be provided by the purchasing entity. Connecting network cable must meet OEM requirements and meet IT (if state agency) standards. This network cable may be purchased from the installing contractor or provided by the purchasing entity at the agreed upon installation time.

➤ **On Site Evaluation**

Upon request equipment may be tested for 30 days or less by the purchasing entity before a purchase order is issued.

➤ **Replacement of Equipment**

Any equipment, purchased or leased, that fails to operate (except due to operator error) in accordance with the manufacturer's published performance specifications, or is subject to reoccurring problems (excessive downtime), shall be replaced with new equipment at no cost to the State.

Excessive downtime is documented by: Four (4) or more related service calls in any four (4) week period.

➤ **Trade In Equipment**

Purchasing entities may request a trade-in allowance for the contracted equipment and the contractor may accept or decline the request. A trade-in price, if offered, must equal to or exceed book value. The trade-in amount will be given in the form of a credit and subtracted from the equipment lease or purchase price. All trade-in equipment is presented on an as-is basis with no actual or implied guarantee to its condition. The purchasing entity must make the trade-in equipment available for inspection by the offeror before trade-in. All trade-in equipment will be maintained by the purchasing entity in a reasonable manner until removal which shall be the responsibility of the successful offeror.

➤ **Training for Purchasing Entities**

A qualified technician will provide training that will promote user competency for effective and efficient operation of the equipment at mutually agreed upon times. Follow up training will be provided upon request.

Frequently Asked Questions (FAQs)

Cooperative Purchasing Contract:

This contract will be an open-ended cooperative purchasing contract and will be made available to other government entities under N.D.C.C. §54-44.4-13. "Government entities" are defined as counties, cities, townships, institutions under the jurisdiction of the State Board of Higher Education, public primary and secondary educational entities, governmental boards and commissions, and nonprofit entities established

on behalf of public entities.

This term contract was awarded to statewide OEM dealers represented by the two listed State Contract Representatives. Purchasing entities may determine the OEM equipment and related services, as needed. The related service may include maintenance of purchased equipment, with a standard maintenance agreement, or the choice of leasing the equipment with a standard lease agreement is also included.

The speed of the copier is related to the band designation, with six bands used in this contract to determine the model offered. This term contract is limited to the OEM models offered. Accessories for each model may be chosen from the accompanying list linked in the Contractor Information/Copier Equipment Offering below.

RFP with Contract Terms:	RFP 110.7-06-004 TC 131 Copier Final.doc ND Master Contract final.doc
RFP Amendment #1:	RFP 110.7-06-004 TC 131 amend 1 042506.doc
RFP Amendment #2	RFP 110.7-06-004 TC 131 amend 2 050106.doc
RFP Amendment #3	RFP 110.7-06-004 TC 131 amend 3 050106.doc
RFP Amendment #4	RFP 110.7-06-004 TC 131 amend 4 050106.doc
RFP Amendment #5	RFP 110.7-06-004 TC 131 amend 5 050506.doc

Contractor Information

Contractor Name:	Canon	Kyocera Mita
State Contract Representative:	Duane Boeder	Philip Bourchardt
Email Address:	dboeder@abmnow.com	philipbourchardt@kyoceramita.com
Telephone Number:	701-224-7072	651-714-3938
Toll Free Telephone	888-202-5333 Ext. 702	
Fax Number:	701-224-7082	651-714-3964
Copier Equipment Offering	Canon http://www.abmnow.com/nd/	Kyocera Mita http://gov.kyoceramita.com/northdakota/
Lease and Maintenance Agreements	AOS/ABM Lease and Maintenance Agreement AOS ABM Service Lease Contract.doc	Kyocera Mita Maintenance Agreement Kyocera Mita Lease Agreement KMA ND Master Maintenance Agreement final.doc KMA ND Master Lease docs #165211-

Copier Equipment Ordering:

Copier Equipment, both purchased and leased, is ordered through local dealer sales contacts. Ordering through a sales contact, combined with an on site visit, is preferred to achieve optimal equipment placement and considerations for the maintenance contract minimum charges. Review copier equipment offering provided by the respective contractors. **See Contractor information links.**

1. Contact Contractor Representative of your choosing by clicking on the link for State Contract Representatives.
2. Conduct site visit with local dealer sales representative to determine needs.
3. If you are a state agency planning to lease, complete the required Lease vs. Purchase analysis: <http://www.nd.gov/fiscal/>. Instructions of the Office of Management and Budget Fiscal website: <http://www.nd.gov/fiscal/docs/leasevspurchinstruct.doc>
4. State agencies must update their insurance if purchasing or leasing:
Purchased Equipment Requirement: Complete Insurance Declaration Form to meet insurance requirements for purchased equipment.
Leased Equipment Insurance Requirement: An Insurance Declaration Form must be provided to the Lessor (Contractor) by the Lessee (state agency or purchasing entity) before a lease is executed. Complete Insurance Declaration Form to meet insurance requirements for leased equipment.
 Contact Barbara Mehlhoff at the Fire and Tornado Fund: bmehlhoff@nd.gov or call Barbara at 701.328.9603.
5. Execute agreements as required for service/maintenance (purchase only) or leased equipment (service/maintenance and lease agreement), using the approved standard contracts for lease and maintenance provided by the Contractor. See Contractor Information section for standard agreements.
6. Place order with local dealer by issuance of a purchase order.
7. Complete Customer Satisfaction Survey and return to Contract Administrator.
[Copier Customer Survey.doc](#)

Delivery, Installation, and Networking:

Delivery of equipment and start-up supplies and consumables must be made at the same time according to purchasing entity instructions within thirty (30) calendar days after receipt of an order (ARO). A different delivery time may be mutually agreed upon by the purchasing entity and the Contractor. The Contractor must notify the purchasing entity in advance of delivery of equipment so that the purchasing entity can make necessary arrangements.

The Contractor must have the equipment ready to operate, pursuant to the manufacturer's installation specifications, within 3 days of delivery to the purchasing entity's site, or within a time frame agreed to by the purchasing entity and the Contractor. The Contractor will:

1. Provide service support to coordinate installation with the purchasing entity and to answer questions and concerns about the equipment. Personnel in charge of the installation of networked equipment must

be available to coordinate installation with the purchasing entity's IT staff.

2. Affix a label or a decal to the equipment at the time of installation showing the name, address, and telephone number of the OEM or reseller responsible for service of the equipment.

3. Supply all connections and cards required to network the equipment. All wiring and cabling that will connect 'in wall' to equipment will be provided by the purchasing entity.

Guidelines and Contacts:

State Agency Insurance Requirement: State agencies and institutions of higher learning are required to contact the State Fire and Tornado Fund for insurance coverages for copier this equipment; leased or purchased.

Fire and Tornado Fund Contact: Barbara Mehlhoff, bmehlhoff@nd.gov or call Barbara at 701.328.9603.

Cooperative Participant Insurance Requirement: Cooperative participating governmental entities will fulfill insurance requirements in agreement with the respective Contractor. **Request details from State Contract Representative.**

Leasing Information:

State law requires state agencies to complete a lease vs. purchase analysis. Please visit:

<http://www.nd.gov/fiscal/>. Instructions of the Office of Management and Budget Fiscal website:

<http://www.nd.gov/fiscal/docs/leasevspurchinstruct.doc>

Lease Early Termination:

Equipment leases are financial contracts which are committed for the term of the lease; therefore changes to leases may be prohibitive. *Request further details from the State Contractor Representatives listed within Contractor Information.*

Customer Satisfaction Survey:

Help the State evaluate the performance of this contract by completing this short Customer Satisfaction Survey. Please complete this form after your new equipment is installed, after a service call, or any time you want to comment on contractor performance. [**Copier Customer Survey.doc**](#)

Equipment Service - Response Time within Metropolitan and Remote areas:

Metropolitan Areas: Cities of Bismarck, Mandan, Fargo, Grand Forks, Minot, Jamestown, Valley City, Wahpeton and Williston and the surrounding areas within 20 miles of these cities. Contractors will send a qualified service technician to repair equipment within four (4) hours of receiving the service call and must repair the equipment on the same business day if the call is placed before 1:00 P.M. CST. or provide replacement parts for the equipment by the next business day. On-site service shall be performed during purchasing entity business hours unless otherwise specified by the purchasing entity. The contractor will respond by phone on the same day if the request for service call is placed before 1:00 P.M. CST.

Remote Areas: All locations in North Dakota except Metropolitan Areas. Contractors will send a qualified service technician to repair equipment the next business day from when the service call is received and must repair the equipment on the next business day if the call is placed before 1:00 P.M.

CST. or provide replacement parts for the equipment by the next business day. On-site service shall be performed during purchasing entity business hours unless otherwise specified by the purchasing entity. The contractor will respond by phone on the same day if the request for service call is placed before 1:00 P.M. CST.

Short Term Rentals:

Rental is defined as copier equipment required for less than thirty-six (36) months. The purchasing entity and the Contractor may negotiate short term rental agreements.

Non-Standard Equipment:

Copier equipment purchased, rented or leased must be strictly in accordance with the equipment contained in the contract award. Purchasing entities are authorized to order and the contractor is authorized to ship only the equipment within this term contract.

Term Contract Exception Form

You must purchase from the Digital Copiers term contract, if your needs cannot be met by the standard specifications and listed option, you must receive a waiver from the Contract Administrator listed above. The Term Contract Exception Request, SFN 54202 form is available at

<http://www.nd.gov/eforms/Doc/sfn54202.pdf>

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